

# TENANT HANDBOOK

## State of Missouri

### Leased Facilities



January 1, 2004

# INDEX

	Page
Section 1	
<b>Introduction.....</b>	<b>1</b>
Section 2	
<b>List of Contacts.....</b>	<b>2</b>
Section 3	
<b>Facility Security &amp; Emergency Contacts.....</b>	<b>3</b>
Section 4	
<b>Emergency Guidelines.....</b>	<b>5</b>
Section 5	
<b>Lessor, Tenant &amp; Lessee Responsibilities.....</b>	<b>7</b>
Section 6	
<b>Trouble Shooting.....</b>	<b>9</b>
Section 7	
<b>Renovations.....</b>	<b>10</b>
Section 8	
<b>Emergency Fire Safety, Security.....</b>	<b>10</b>
Section 9	
<b>Climate Control.....</b>	<b>10</b>
Section 10	
<b>Tenant Rules and Regulations.....</b>	<b>11</b>
Appendices:	
<b>A. Lease Document &amp; RFP Specifications</b>	
<b>B. Janitorial Contract, Specifications, &amp; Log</b>	
<b>C. Missouri Emergency Coordinator's Manual</b>	
<b>D. Facility Log and Inspection Reports</b>	

## SECTION 1

# **Introduction**

The Division of Facilities Management/Leasing Section provides oversight for leased facilities statewide. In accordance with the Code of State Regulations, (1 CSR 35-2.030) the Commissioner of Administration is “the exclusive representative of the State of Missouri in all real estate leasing transactions”. However, the Office of Administration also has the authority to delegate part of this leasing responsibility as needed. Currently the State of Missouri leases in excess of 4 million square feet of office and warehouse space. Therefore, a strong need exists to facilitate day-to-day management of leased space.

This handbook was prepared to assist state agencies in the day-to-day operation of leased facilities. It provides you with a guide to your rights and responsibilities as a tenant and a summary of your lessor’s responsibilities. The handbook should be used in conjunction with your Lease and is organized by topic. Each leased facility has unique issues related to its operation and maintenance that require independent judgment and interpretation. However, tenant problems typically can be readily resolved when appropriate steps and procedures are agreed upon in advance and followed according to plan.

Please keep this manual handy and refer to it often. It will facilitate a comfortable working environment within your leased facility and promote a harmonious working relationship between the tenant agency and the lessor.

## SECTION 2

### LIST OF CONTACTS

#### **LESSOR:**


#### **LESSOR CONTACTS:**

Air conditioning/Heating:
Plumbing:
Snow Removal:
Other Maintenance Items:

#### **JANITORIAL:**

		Telephone:
		Fax Number:

#### **MULTI-TENANT FACILITY COORDINATOR:**


#### **DEPARTMENT/TENANT AGENCY LIAISONS:**


#### **OA/DIVISION OF FACILITIES MANAGEMENT LIAISONS:**

Leasing Coordinator		Telephone:	(573)
		<b>E-Mail:</b>	
		Fax:	(573) 526-4138
Construction Inspector		Telephone:	(573)
		E-Mail:	@mail.oa.state.mo.us
If either contact listed above cannot be reached, call 1-800-MO-LEASE			

## SECTION 3

### FACILITY SECURITY CHECKLIST & EMERGENCY CONTACTS

Lease Number: \_\_\_\_\_

Location

Address

: \_\_\_\_\_

City: \_\_\_\_\_ County: \_\_\_\_\_

Tenant Information

Department(s)

: \_\_\_\_\_

Multi-  
tenant:

Yes ( ) No ( )

Division(s): \_\_\_\_\_

Building Contact: \_\_\_\_\_

Telephone: \_\_\_\_\_

*Backup Building Contact:* \_\_\_\_\_

*Telephone:* \_\_\_\_\_

Security Manager: \_\_\_\_\_

Telephone: \_\_\_\_\_

*Backup Security Manager:* \_\_\_\_\_

*Telephone:* \_\_\_\_\_

Liaison: \_\_\_\_\_

Telephone: \_\_\_\_\_

*Backup Liaison:* \_\_\_\_\_

*Telephone:* \_\_\_\_\_

Landlord Information

Landlord's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Contact: \_\_\_\_\_

Telephone: \_\_\_\_\_

Emergency Contacts

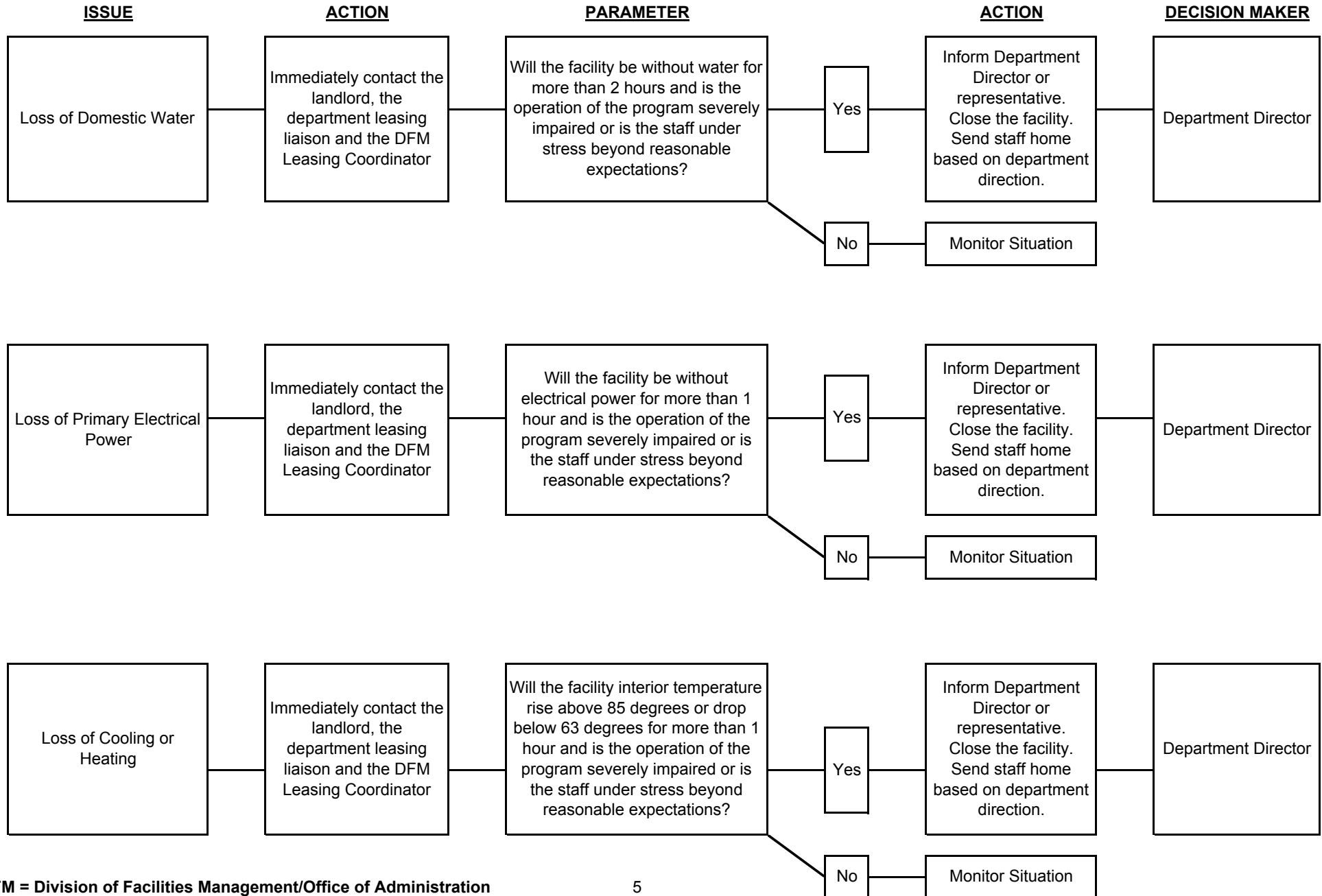
Emergency Services Telephone:

Police \_\_\_\_\_  
Fire \_\_\_\_\_  
Sheriff \_\_\_\_\_  
Ambulance \_\_\_\_\_

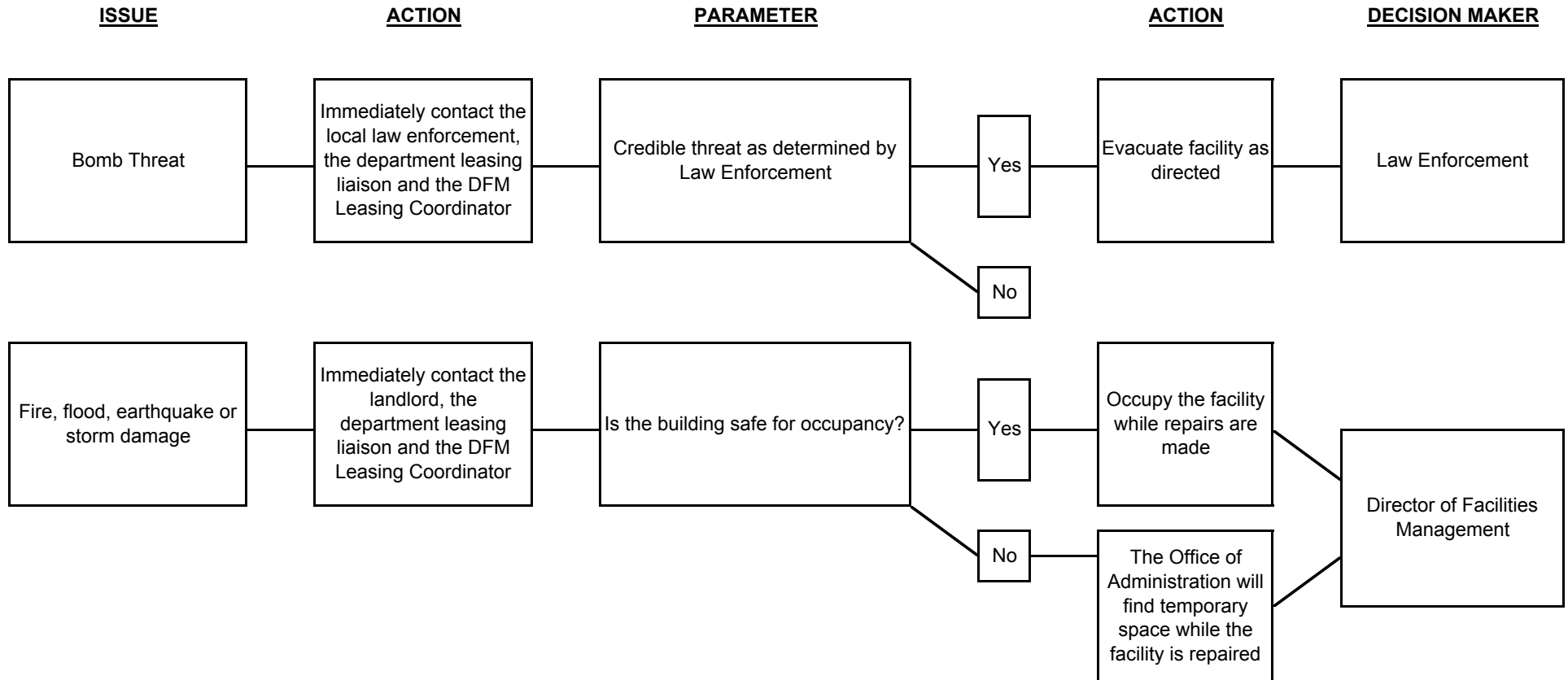
## Building Information

<b>Square Footage:</b>	_____	<b>Number of FTE:</b>	_____		
<b>Number of Visitors Daily:</b>	_____	<b>Hours of Operation:</b>	_____		
<b>Number of Parking Spaces:</b>	_____	<b>Parking Entrance Blockable:</b>	<b>Yes ( )</b>	<b>No ( )</b>	
<b>Multi-level:</b>	<b>Yes ( )</b>	<b>No ( )</b>	<b>Elevator(s):</b>	<b>Yes ( )</b>	<b>No ( )</b>
<b>Number of Visitor Entrance(s):</b>	_____	<b>Number of Employee Entrance(s):</b>	_____		
<b>Type of Lock on Employee Entrance(s):</b>	<b>Key Card ( )</b>	<b>Keyless Lock ( )</b>	<b>Key ( )</b>		
	<b>Panic Hardware ( )</b>	<b>None ( )</b>			
<b>Restricted Entry to Employee Area:</b>	<b>Yes ( )</b>	<b>No ( )</b>			
<b>Type of Interior Locks:</b>	<b>Key Card ( )</b>	<b>Keyless Lock ( )</b>	<b>Key ( )</b>	<b>None ( )</b>	
<b>Loading Dock:</b>	<b>Yes ( )</b>	<b>No ( )</b>	<b>Dock Restricted Entrance:</b>	<b>Yes ( )</b>	<b>No ( )</b>
<b>Guard Service:</b>	<b>Yes ( )</b>	<b>No ( )</b>	<b>Armed Guard:</b>	<b>Yes ( )</b>	<b>No ( )</b>
<b>Guard Service Name:</b>	_____		<b>Telephone:</b>	_____	
<b>Additional Security Measures:</b>	<b>Sonitrol ( )</b>	<b>Alarm System ( )</b>	<b>Security Cameras ( )</b>		
<b>Evacuation Plan:</b>	<b>Yes ( )</b>	<b>No ( )</b>	<b>Emergency Procedures:</b>	<b>Yes ( )</b>	<b>No ( )</b>

## CRITICAL BUILDING SYSTEM FAILURES DECISION MATRIX



## LIFE SAFETY DECISION MATRIX



**DFM = Division of Facilities Management/Office of Administration**



## SECTION 5

# **Lessor, Tenant and Lessee Responsibilities**

## **Lessor Responsibilities**

Standard conditions and services, which the landlord must provide for the tenant, are carefully defined in each lease. The tenant agency receives a copy of the executed lease, however, leases may vary in their provisions. The Facilities Leasing Section recommends that each lease be reviewed to see that the items listed below are covered. The lease should require that the landlord provide the following services:

1. Provide and maintain in a constant state of repair: the roof, windows, doors, floor coverings, stairways, hallways, entrances and exits and all facilities and equipment within the lease premises; and insure all locks are functioning as required.
2. Make the exterior or interior repairs (structural or otherwise) to the premises that are necessary to maintain the premises in such condition that the tenant may use them for the purposes for which they were rented, or are necessary to assure the safety, security and preservation of the building.
3. Maintain the building and premises in conformance with all the requirements and specifications of any public body or authority having jurisdiction over the building and premises.
4. Maintain the premises in compliance with *State of Missouri Standard Specifications*, as well as all governmental building codes and regulations.

Note: In the special situation that the state has agreed to other arrangements for the provision of any of the above-mentioned services, the situation should be noted and detailed in the lease.

## **Tenant's Obligations**

Tenants also have certain obligations in leased space. As tenants you should:

1. Treat leased property with the same respect as you would your own.
2. Keep windows, transoms and doors that admit natural light uncovered and free from obstructions.
3. Keep hallways and stairwells clear, and fire doors closed at all times. Storage of papers, boxes or files, etc., in hallways, mechanical/furnace rooms, and stairwells is a fire hazard.
4. Store, dispense and consume food and beverages in common areas set aside for the purpose. Coffee makers and warming devices should not be used in individual work areas.

5. Keep clear all areas to be cleaned. The janitorial staff normally is instructed not to touch any papers, files or records that are lying on desks, file cabinets or bookcases.
6. Contact your agency representative for assistance if you need additional electrical outlets. Extension cords are a fire or tripping hazard and are not authorized.
7. Lock all personal items away at the end of the day. All of the personal items brought to the building (furniture, plants, pictures, clocks, etc.) are the employee's responsibility.
8. Refrain from removing paper towels, toilet tissue and other janitorial supplies from restrooms or supply closets.
9. Report items of concern to your agency contact person.

### **Lessee Responsibilities**

Upon execution of the lease, the Division of Facilities Management (Lessee) is tasked with responsibilities to include, but not be limited to:

1. Conduct annual inspections to ensure compliance with the terms and conditions of the lease, life safety and ADA guidelines.
2. Assist tenant agencies to facilitate any necessary modifications to the facility. Tenant agency should initially submit their request to their department liaison. DFM will then coordinate with the Department liaison and the Lessor to receive cost estimates, approvals and coordinate any renovations.
3. Assist tenant agency to resolve any deficiencies that have not been resolved at the local level. If you have contacted the lessor, and have not received an appropriate response or solution to the problem, please contact DFM.
4. Negotiate any change in the provisions of the lease, to include lease extensions.
5. Periodically conduct surveys to evaluate the performance of the lessor and the satisfaction of the tenant agency.
6. Process payment of lease.
7. Provide janitorial oversight for all multi-tenant facilities and other locations as requested.

## SECTION 6

### **Trouble Shooting.....**

**TYPICAL MINOR PROBLEMS** - Contact: Landlord or his maintenance contractor.

- Dripping faucet
- No hot water
- Uncollected trash
- Malfunctioning lock

**TYPICAL MAJOR PROBLEMS**-Contact: Landlord or his maintenance contractor, Department Liaison and/or Facilities Leasing Section at 1-800-MO LEASE.

- No heat or air conditioning
- Collapsed roof
- Roof leak
- Burst pipe
- Failure of lock or locks

### **What you can do.....**

#### **Electrical.**

- Know where the electrical room is located.
- Consult Lessor to determine the correct procedure for correcting tripped breakers, safety features, and or setting time clocks (if applicable).
- Contact the power company if there is a power outage, which appears to be caused by factors other than the facility.
- Contact Lessor if there is faulty wiring or faulty equipment, which causes an outage.

#### **Janitorial Services.**

- Post the janitorial specifications and verify services are being performed.
- Know the name and number of the janitorial service provider.
- If problems arise, document on a daily basis.
- Notify janitorial contact person, if problems cannot be resolved with the onsite janitorial service provider.

#### **Plumbing.**

- **Leaks.** Shut off water to prevent further damage. (Determining where the shutoff valve is located is a good idea.) Call the Lessor or Lessor's designee immediately.
- **Plugs/Clogged Lines/.** If there is a problem with the plumbing lines, contact the Lessor or Lessor's designee.
- **Fire Sprinklers.** In an emergency, contact the local fire department. If it is not an emergency, contact the Lessor or Lessor's designee.
- **Drinking Fountain.** If adjustments are required, contact the Lessor or Lessor's designee.

## SECTION 7

### **Renovations**

Due to program changes, shifts in staff or client needs, renovations in office space may become necessary. When this occurs, every effort will be made by the Facilities Leasing Section to assist you in accomplishing the needed renovations.

The Facilities Management Leasing Section will contact the lessor to obtain a cost estimate and will forward the information to your department liaison for approval. Upon written approval by the agency signature authority, a notice to proceed will be issued to the lessor. Facilities Management will assist your agency and coordinate with the lessor, all scheduling and planning as needed.

## SECTION 8

### **Emergency/Fire Safety/Security**

- Keep all emergency numbers readily accessible in case of a fire, medical crisis or other emergency. Post the emergency contact numbers in a centrally located area.
- Know the location of the nearest fire extinguisher and how to use it. There should be at least one (1) fire extinguisher on each floor. The state requires that each department designate fire safety coordinators at every location.
- Evacuation drills should be conducted in each facility twice a year. All staff should be familiar with the emergency evacuation plan for their facility. A Security Plan must be established and all staff must be familiar with and understand the plan

## SECTION 9

### **Climate Control**

Typically thermostats are programmed upon occupancy of a facility. However, adjustments are sometimes needed. Designate a staff person who is trained and can make the proper adjustments. However, if the system does not seem to be operating properly contact the lessor, or lessor designee, but before making the call, please keep the following in mind:

- An office will not have a perfect climate at all times. The best modern construction may have minor flaws affecting the ideal temperature. For example, the office may be a bit cool on after a weekend of below-freezing temperatures or slightly uncomfortable inside when it is 95 degrees outside. With high humidity to match. No heating, ventilating and cooling system can be designed to adjust perfectly to every extreme of weather. Staff members can adjust personally by choice of clothing.

## **SECTION 10**

# **Tenant Rules and Regulations**

By following these rules and regulations, a tenant can ensure that the building is operated in the manner and intent for which it was leased.

**1. OBSTRUCTIONS TO FREE ACCESS.**

The sidewalks, driveways, entrances, vestibules, corridors, elevators, stairways and fire escapes of the building must not be obstructed by the tenants or used for any purpose other than ingress and egress.

**2. LIGHT SOURCES.**

The skylights, windows, doors and transoms that admit natural light into passageways or into any other part of the building must not be covered or obstructed.

**3. DAMAGE TO PREMISES.**

In case of any destruction or damage done to walls, doors, windows, elevators, plumbing fixtures, lighting fixtures, HVAC equipment or any other part of the building which is caused by carelessness, negligence or improper conduct on the part of the tenants, its agents, employees, clients or invitees, the agency shall make the repair or replace damaged parts of the building at their expense.

**4. SMALL APPLIANCES.**

All microwave ovens, toasters, coffee makers or coffee urns shall be located in the employees' lunchroom or another common area designated for such use. The equipment is to be maintained in a neat and orderly fashion and is to be turned off when not in use. No coffee makers or other appliances may be used in any individual work area.

**5. WALLS AND DOORS.**

No tenant may mark, paint, hang or affix anything to the walls or doors without written consent of the landlord.

**6. BUILDING AND HVAC ALTERATIONS.**

No alterations, additions or improvement may be made, and no climate regulating, air conditioning, cooling or heating system may be installed without written consent of the landlord. The cost and expense of such items is to be paid by the tenant agency.

**7. INTENDED USE OF PREMISES.**

The tenant may not use the occupied premises, or any part of it, for any purpose other than its intended use without the consent of the landlord and Facilities Management Leasing Section.

**8. SMOKING.**

Smoking is prohibited in all buildings. This prohibition includes, but is not limited to:

- General office space, private offices, computer rooms, classrooms, conference rooms and libraries.
- Storage rooms, supply rooms, copy rooms, mailrooms and warehouses
- Common areas, including elevators, stairwells, hallways, lobbies, waiting rooms, reception areas, employee lounges, cafeterias, break rooms and restrooms.
- Garages, maintenance shops, mechanical rooms, enclosed loading docks, rooftops, fire escapes, balconies, etc.
- Hazardous areas containing or in close proximity to flammable liquids, gases or vapors.

**9. OPEN FLAMES.**

Candles or other open-flame sources are prohibited in all buildings.

**10. ILLEGAL USE AS SLEEPING QUARTERS.**

The use of rooms as sleeping apartment is prohibited, unless they were constructed for this intended purpose.

**11. LOCK UP AT CLOSE OF DAY.**

The tenant must see that all windows and doors are closed and securely locked and that all lights and other electrical apparatus not in use are turned off at the end of each day before leaving the buildings.

**12. TAMPERING WITH HVAC SYSTEMS.**

The tenant(s) may not in any way adjust or make modifications to thermostats, diffusers, dampers or any other part of the HVAC system in order to exceed the temperature recommendations established under the Standard Specifications. In the event that such adjustments or modifications create a need for rebalancing or repairs to the system, such repairs are to be made at the cost and expense of the tenant agency.

**13. TELECOMMUNICATIONS EQUIPMENT.**

The landlord must first approve any installation of electrical signaling, telegraphic, telephonic equipment, or other wire and/or equipment required by the tenant. The installation will be done at the cost and expense of the tenant agency.

**14. USE OF OUTSIDE SILLS AND LEDGES.**

Nothing shall be placed by the tenant on the outside of the building or on the windows, windowsills or projections without the written consent of the landlord.

**15. NOISES AND DISTURBANCES.**

Tenants may not make or permit any improper noises or disturbances of any kind, which might disturb other occupants in the building.

**16. ACCESS TO ROOF.**

No employee of the State may go upon the roof(s) of the building or any adjoining building without the written consent of the landlord.

**17. ADDITIONAL LOCKS.**

Without the consent of the lessor, additional locks may not be placed upon any doors of the premises. Upon the termination of the lease, the tenant must surrender all keys of the building to the landlord.

**18. BICYCLES AND VEHICLES.**

No bicycles or vehicles of any kind may be brought into or stored in any building or part of any building, unless specifically permitted.

**19. ANIMALS.**

No animals may be brought into or kept in any building, unless this use was specifically permitted, or unless the animals are trained to assist handicapped persons and are there to perform such services.

**20. EXTENSION CORDS.**

Extension cords, three-way adapters, ground adapters and other similar items are prohibited in all buildings.

If power strips and surge protectors are used, they must be plugged directly into a power outlet, NOT an extension cord. Never put more than one power strip into any one outlet.

**21. HEATING UNITS.**

Portable electric heating units are prohibited in all buildings.

**22. ELECTRICAL EQUIPMENT STANDARDS.**

Use of non-U.L. labeled electrical equipment is prohibited in all buildings.

**23. MULTI-TENANT FACILITIES.**

All multi-tenant facilities must establish a committee to address emergency/fire safety/security and other facility issues. Members of the committee should include representatives from each division or department. A meeting should be conducted quarterly. Minutes of meetings, a review log, and drill evaluations must be maintained by the largest tenant agency and placed in the tenant agency handbook for reference.

## **APPENDIX A**

**For on-site Tenant Handbooks a copy of the lease document and RFP specifications would be inserted here for reference.**



## **APPENDIX B**

**For on-site Tenant Handbooks a copy of the Janitorial Services contract should be inserted here.**

**Copies of the Monthly Services Approval form, Janitorial Issues Log and a Facsimile Form to report janitorial issues can be found on the following pages.**

JANITORIAL SERVICE CONTRACTS  
FOR MULTI-TENANT LEASED BUILDINGS

In an effort to pay invoices in a more-timely manner, the receipt of the completed form (attached) indicating that janitorial services were completed as contracted for each month will authorize the payment of invoices for the designated month. Invoices will not be mailed to each agency on a monthly basis for payment approval.

If you have any problems with janitorial service providers that might result in withholding of monthly payments you should indicate any deficiencies in service on the form or contact Pete Groce by telephone at (573) 526-7954 or by email at [Grocep@mail.oa.state.mo.us](mailto:Grocep@mail.oa.state.mo.us).

The 3-page form must be filled out on a monthly basis and submitted by the end of each month to Pete Groce, DFM Leasing Section either by clicking on the "Submit by email" button located at the bottom of the last page at [www.oa.mo.gov/fm/leasing/html docs/janitorial Inspection Report Monthly.pdf](http://www.oa.mo.gov/fm/leasing/html/docs/janitorial%20Inspection%20Report%20Monthly.pdf) or by fax to (573) 522-9506.

For other information on Janitorial Service Contracts you may contact Pete Groce at (573)526-7954.

Correspondence should be mailed to:

Division of Facilities Management/Leasing  
Attention: Pete Groce  
3225 West Truman Boulevard, Suite 100,  
Jefferson City, Missouri 65109.

<b>From:</b>	<b>Date:</b>
<b>Janitorial Contractor:</b>	<b>For month of:</b>

Did the vendor provide janitorial services as contracted during the last month?	<b>Yes</b>	<b>No</b>
---	------------	-----------

**During the past month has the contractor met the following requirements?**

<b>Twice Weekly Requirements:</b>	<b>Yes</b>	<b>No</b>	<b>If "No" Make Specific Comments</b>
Spray buffed all hard surface floors?			

<b>Weekly Requirements:</b>	<b>Yes</b>	<b>No</b>	<b>If "No" Make Specific Comments</b>
Dusted all horizontal and vertical surfaces?			
Cleaned the front and sides of all vending machines?			
Picked up trash in parking lot and around the building?			

<b>Monthly Requirements: Tasks must be performed within the first ten consecutive work days of each month.</b>	<b>Yes</b>	<b>No</b>	<b>If "No" Make Specific Comments</b>
Cleaned and dusted all venetian/mini blinds?			
Thoroughly scrubbed all hard surface floors, removing all scuffs and black marks? Applied two (2) coats of skid proof wax?			
Cleaned all baseboards?			
Cleaned and dusted all vents?			
Vacuumed all cloth partitions? Cleaned bases and dusted tops?			

<b>Quarterly Requirements: Tasks must be performed every quarter January, April, July and October.</b>	<b>Yes</b>	<b>No</b>	<b><u>If "No" Make Specific Comments</u></b>
Cleaned both sides of all interior windows?			
Thoroughly washed and disinfected all wastebaskets?			
Cleaned all other interior glass surfaces?			

<b>Semi-Annual Requirements: Tasks must be performed every six months in April and October.</b>	<b>Yes</b>	<b>No</b>	<b><u>If "No" Make Specific Comments</u></b>
Stripped and refinished all VCT floors with 2 coats of skid-proof wax?			
Cleaned all carpets using wet extraction method? Provided 72 hours notice?			
Cleaned both sides of all exterior windows, including frames and mullions?			
Vacuumed all upholstered furniture?			

<b>Monthly Restroom Requirements: Tasks must be performed within the first ten consecutive work days of each month.</b>	<b>Yes</b>	<b>No</b>	<b><u>If "No" Make Specific Comments</u></b>
Cleaned and disinfected all walls?			
Machine scrubbed all restroom floors?			

**Please rate the following daily requirements from 5 to 1. Click in the center of the box to place a checkmark under the rating you select.**

**5 – Excellent, 4 – Good, 3 – Average, 2 – Poor, 1 – Very Poor**

<b>Daily Requirements</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Vacuumed all carpets, including entrance mats?					
Cleaned break room?					
Swept all hard surface floors?					
Damp mopped all hard surface floors?					
Removed cobwebs as needed?					
Cleaned both sides of entry glass, door frames, side panels, and transoms (inside and out)?					
Cleaned and disinfected drinking fountains?					
Emptied all wastebaskets and trash containers?					
Washed wastebaskets and replaced liners as needed?					
Spot cleaned carpets as spots appear?					
Removed all trash and swept front and rear entrances?					

<b>Restroom Daily Requirements</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Cleaned all surfaces for all restrooms?					
Cleaned toilet bowls, seats, urinals, hand basins, countertops, and walls around these fixtures?					
Cleaned all mirrors, bright work, chrome pipes and fittings?					
Cleaned all stall partitions, doors, door frames, and push plates?					
Emptied all trash containers and disposals, changing liners daily?					
Restocked dispensers to normal limits (soap, tissue, towels)?					
Wet mopped all restroom floors using a disinfectant?					

**Additional Comments:**

## Janitorial Issues

[illegible]

# JANITORIAL SERVICES DEFICIENCY FACSIMILE REPORT

<b>To:</b>	<b>From:</b>
<b>Fax:</b>	<b>Pages:</b>
<b>Phone:</b>	<b>Date:</b>
<b>Re:</b>	<b>CC:</b>

☐ **Urgent**    ☐ **Please Reply**

## Instructions:

Tenant: Please complete this form and place on the Building Contact's desk. Upon receipt, the form will be faxed to the cleaning service.

The cleaning service's crew leader will ensure that the task mentioned is completed, sign, date and return this form to the Building Contact.

**Date:** \_\_\_\_\_

**EXISTING CONCERN:** \_\_\_\_\_

**LOCATION:** \_\_\_\_\_

**DATE CORRECTED:** \_\_\_\_\_ **By:** \_\_\_\_\_

**CONCERN:** \_\_\_\_\_

**LOCATION:** \_\_\_\_\_

**DATE CORRECTED:** \_\_\_\_\_ **By:** \_\_\_\_\_

## **APPENDIX C**

**A COPY OF THE MISSOURI EMERGENCY COORDINATOR'S  
MANUAL CAN BE FOUND ON THE FOLLOWING PAGES**



# MISSOURI

## EMERGENCY COORDINATOR'S MANUAL





## ***Table of Contents***

ADA: Special Assistance Required  
2

Bomb and Letter Threats  
3

Earthquake  
5

Fire  
7

Flood  
9

Hazardous Materials: Guidelines  
11

Hazardous Materials: Reporting an Incident  
13

Medical Emergencies  
14

Riot  
15

Severe Weather  
18

Workplace Violence  
21

Glossary  
24

Critical Incident Report  
25

Emergency Telephone Numbers  
26

Recommended Training / Web Sites  
27

## ADA: SPECIAL ASSISTANCE REQUIRED

Employee's Name: \_\_\_\_\_  
Work Location: \_\_\_\_\_  
Work Phone: \_\_\_\_\_  
Assistance Needed: \_\_\_\_\_  
Staging Area: \_\_\_\_\_  
Assigned Helper: \_\_\_\_\_

Employee's Name: \_\_\_\_\_  
Work Location: \_\_\_\_\_  
Work Phone: \_\_\_\_\_  
Assistance Needed: \_\_\_\_\_  
Staging Area: \_\_\_\_\_  
Assigned Helper: \_\_\_\_\_

Employee's Name: \_\_\_\_\_  
Work Location: \_\_\_\_\_  
Work Phone: \_\_\_\_\_  
Assistance Needed: \_\_\_\_\_  
Staging Area: \_\_\_\_\_  
Assigned Helper: \_\_\_\_\_

Employee's Name: \_\_\_\_\_  
Work Location: \_\_\_\_\_  
Work Phone: \_\_\_\_\_  
Assistance Needed: \_\_\_\_\_  
Staging Area: \_\_\_\_\_  
Assigned Helper: \_\_\_\_\_

Employee's Name: \_\_\_\_\_  
Work Location: \_\_\_\_\_  
Work Phone: \_\_\_\_\_  
Assistance Needed: \_\_\_\_\_  
Staging Area: \_\_\_\_\_  
Assigned Helper: \_\_\_\_\_

Employee's Name: \_\_\_\_\_  
Work Location: \_\_\_\_\_  
Work Phone: \_\_\_\_\_  
Assistance Needed: \_\_\_\_\_  
Staging Area: \_\_\_\_\_  
Assigned Helper: \_\_\_\_\_

# BOMB AND LETTER THREATS

## I. SITUATION

\_\_\_\_\_ Receiving a threat of bomb by telephone.

\_\_\_\_\_ Receiving a threat of bomb by letter.

## II. ACTION:

### A. Notification:

\_\_\_\_\_ Emergency Coordinator (EC) notifies the appropriate authorities and initiates the appropriate protective actions.

\_\_\_\_\_ EC notifies agency manager or designated points of contact.

\_\_\_\_\_ EC notifies OA Facility Management (Leasing/Operations).

\_\_\_\_\_ If a threat is received by mail, the EC should report it to the agency manager and local law enforcement immediately. This is direct evidence and latent fingerprints may be lifted from the paper. Do not allow other persons to handle it.

\_\_\_\_\_ If a received package may be a bomb do not handle it. The EC should contact your agency manager and local law enforcement immediately.

\_\_\_\_\_ If any package or item is discovered that does not belong in that environment, the EC should contact the agency manager immediately.

### B. Employee's response to a telephone bomb threat (checklist attached):

\_\_\_\_\_ Remain calm.

\_\_\_\_\_ Keep the person on the phone as long as possible.

\_\_\_\_\_ Use the bomb threat checklist. Obtain and note as much information as possible from the caller.

\_\_\_\_\_ Always remember to listen to all the caller says and attempt to note anything that might be different about their voice (male/female, accent, etc.).

\_\_\_\_\_ Write word for word what the caller says, listen for background noise (street sounds, voices, public address systems, etc.). Does the voice sound familiar? Make a note about whom it sounded like.

\_\_\_\_\_ If you have Caller I.D., write down the caller's phone number.

\_\_\_\_\_ Remember, the caller is the best source of information you have.

### C. Employee's response to a letter bomb threat:

\_\_\_\_\_ If you receive a package that you feel may be a bomb do not handle it and immediately contact the EC or the appropriate authority for your agency.

\_\_\_\_\_ Clues to look for in letter bombs:

\_\_\_\_\_ Look for foreign return addresses

\_\_\_\_\_ Any strange odor being emitted from the package

\_\_\_\_\_ Bulky rigid envelope

\_\_\_\_\_ Any protruding wires or any package that might be making any noise

**D. Employee's response to a letter threat:**

\_\_\_\_\_ If you receive a letter threat, be sure to handle the envelope as little as possible. Do not allow others to handle the package as direct evidence and latent fingerprints may be lifted from the paper.

\_\_\_\_\_ Secure the package in a larger paper envelope, if possible (do not use plastic).

**E. Four alternatives to evaluate (ignore the threat, evacuate immediately, search and evacuate if warranted):**

Ignore the threat:

Very few bomb threats are real. However, ignoring a bomb threat can result in morale problems with employees. If the person making the threats feels that you ignored them, they might take actual steps in making a bomb.

Evacuate Immediately:

On face value, this appears to be the desired approach (most costly). If the caller knows that this is your policy, they might continue to make the calls knowing that personnel will immediately evacuate the building and report to their designated staging area. This could be used by a bomber who wants employees to exit to an area where the bomb might be planted.

Search and Evacuate  
If Warranted:

This may be the best approach and satisfy the requirements to do something when a threat is received. If a device is found, the evacuation can be accomplished expeditiously while at the same time avoiding the potential danger areas of the bomb. Personnel involved in the search should not carry any type of electronic equipment (radios, pagers, cellular phones, etc.).

Search:

More than one person should conduct the search. Supervisory personnel can search and cause less disturbance, less down time. However, this approach may cause a morale problem.

Use occupants to conduct the search of the areas. They know what belongs in that area and they will affect a better search. The occupants should be trained in what to look for and the dangers involved.

Use trained teams to conduct the search. This is the best choice for safety, morale and thoroughness; however, this takes the longest and may require evacuation.

**If you desire more information contact the Kansas City Division of the Bureau of Alcohol, Tobacco, and Firearms at (816) 421-3440 to locate the nearest office.**

## **F. Evacuation:**

If an evacuation has been ordered by the Emergency Coordinator (EC) or a local law enforcement agency:

- \_\_\_\_\_ Personnel should immediately evacuate the building and report to their designated staging area. (Evaluate the safety of staging area.)
- \_\_\_\_\_ The EC, in coordination with the local law enforcement agency, will advise personnel when it is safe to reenter the building.

## **G. Pre-action emergency planning:**

All personnel should be familiar with:

- \_\_\_\_\_ Reporting procedures outlined in this guideline
- \_\_\_\_\_ All means of exiting the building
- \_\_\_\_\_ Identify a safe staging area outside of, and away from, the building. (Staging areas should not hamper emergency operations.)
- \_\_\_\_\_ Each EC should evaluate and select the staging area(s) for his or her building.
- \_\_\_\_\_ Each employee shall have a bomb threat checklist near his/her phone.

# **EARTHQUAKE**

## **I. Situation**

- \_\_\_\_\_ Minor Earthquake - Light shaking or swaying of the facility is felt by employees. No items move or fall from desks, shelves or walls.
- \_\_\_\_\_ Moderate Earthquake - Shaking and swaying of the facility is felt by employees. Items on desks shift position or items fall from shelves or walls.
- \_\_\_\_\_ Major Earthquake - Shaking and swaying is significant and causes employees to have difficulty standing and walking. Desk items (and possibly the desks) shift position. Bookcases may tip over and items fall off shelves.
- \_\_\_\_\_ Catastrophic Earthquake - Employees cannot remain standing, those seated fall out of chairs. Furniture is overturned. Significant cracking of the walls, floors and ceiling is observed.

## **II. Action**

### **A. Minor earthquake:**

EC will visually inspect facility to determine the condition of:

- \_\_\_\_\_ Piping systems (water, gas, sewer)
- \_\_\_\_\_ Electrical system
- \_\_\_\_\_ Telephone system
- \_\_\_\_\_ Structural - walls, doors, windows, ceiling

\_\_\_\_\_ The EC will contact OA Facilities Leasing or Building Operations to report an earthquake and any resulting damages.

## **B. Moderate, major or catastrophic earthquake:**

Facility evacuation plan will be implemented once the shaking has stopped. All employees will evacuate the building to their designated areas. A roll call will be conducted to determine if anyone remains in the building.

\_\_\_\_\_ EC will visually inspect building for damage and hazards. If an employee is missing and the building appears safe, check inside for missing person(s). Perform life safety measures as necessary.

\_\_\_\_\_ Piping systems (water, gas, sewer)

\_\_\_\_\_ Electrical system

\_\_\_\_\_ Telephone system

\_\_\_\_\_ Structural - walls, doors, windows, ceiling

\_\_\_\_\_ If no hazards or structurally unsafe damage is found, allow the facility to be reoccupied.

\_\_\_\_\_ If structural damage or hazards are found:

\_\_\_\_\_ Determine if they are hazardous to building occupants.

\_\_\_\_\_ Clear the hazard and reoccupy building. Or,

\_\_\_\_\_ Allow building use with the exception of the hazard area.  
or,

\_\_\_\_\_ If severe or wide-spread damages are discovered, do not allow the building to be used.

\_\_\_\_\_ Call the fire department

\_\_\_\_\_ Call OA Facilities Leasing or Building Operations

\_\_\_\_\_ If approved by the fire department, escort personnel to their work area(s) to retrieve personal items.

\_\_\_\_\_ Establish security around the building to prevent unauthorized entry and looting.

**NOTE: Extreme caution must be used when entering and inspecting the building. If significant wall, floor or roof damage is observed, do not enter the building.**

## **C. Post-Earthquake Concerns:**

Following a major or catastrophic earthquake, damage to roads, bridges, utilities and other structures in the vicinity of the state facility may prevent or hinder employee travel home. Consideration must be given to providing information to employees regarding safe or open routes home, and to providing temporary shelter if all routes are closed. Additional consideration must be given to the possibility that personal belongings such as keys, briefcases and purses cannot be retrieved from the damaged building preventing the use of private vehicles and the lack of funds for commercial transportation. It may be as long as 24-72 hours before relief agencies can reach the earthquake area following a major or catastrophic event.

- \_\_\_\_\_ Attempt to determine extent of damage to roads, bridges, etc. Provide information to employees.
- \_\_\_\_\_ If damage is widespread and travel is not feasible:
  - \_\_\_\_\_ Set up temporary sheltering near the building, but not inside if structural damage is found. (NOTE: After shocks may be nearly as strong as the initial earthquake.)
  - \_\_\_\_\_ Locate a source of water (cans, bottles) and stockpile, if possible.
  - \_\_\_\_\_ Locate suitable material for shelter from sun, rain, cold weather. Many items can be used from building debris.
  - \_\_\_\_\_ Locate food stuffs. Best if in cans or sealed containers.
  - \_\_\_\_\_ Determine location of operating community shelters. Move employees there if possible.

## **FIRE**

### **I. Situation:**

- \_\_\_\_\_ Strong smell of smoke.
- \_\_\_\_\_ Light smoke conditions.
- \_\_\_\_\_ Heavy smoke conditions.
- \_\_\_\_\_ Discovery of a fire.

### **II. Action:**

This action checklist will be activated when notified by the EC, agency manager or an individual when the facility is at risk from fire or smoke

#### **A. Notification:**

- \_\_\_\_\_ Immediately notify your local fire department by dialing 9-1-1 (or the appropriate emergency number for your area).
- \_\_\_\_\_ Give the dispatcher/communications officer the following information:
  - \_\_\_\_\_ Office address
  - \_\_\_\_\_ Location of the fire
  - \_\_\_\_\_ Number and type of injuries
- \_\_\_\_\_ Alert other persons in the area if necessary.
- \_\_\_\_\_ If the internal fire alarms system has not activated, immediately activate the building's fire alarm system.
- \_\_\_\_\_ If the automatic fire alarm system fails to operate yell "fire" (several times). Immediately evacuate the building and report to your designated staging area. If evacuation is not possible, your safest action may be to stay inside and protect yourself from smoke until the fire department arrives.
- \_\_\_\_\_ Take a head count to determine if everyone is evacuated.



## **B. Emergency escape actions:**

\_\_\_\_\_ When the fire alarm system is activated or personnel are notified of a fire emergency:

\_\_\_\_\_ Immediately stop what you are doing

\_\_\_\_\_ Remain calm

\_\_\_\_\_ Follow established evacuation plan

\_\_\_\_\_ Prior to opening doors, feel door with back of hand, if warm, use an alternate escape route

\_\_\_\_\_ Use windows as alternate exits

\_\_\_\_\_ Once you have exited the building, do not go back inside

\_\_\_\_\_ Personnel should report to designated staging area and supervisors should ensure all personnel have exited

\_\_\_\_\_ In multilevel buildings, the safest action may be for employees to stay inside and protect themselves from smoke until the fire department arrives. "Safe areas" should be identified beforehand where employees will gather prior to the arrival of the fire department. Exterior windows and all doors should be properly marked to alert emergency personnel that employees are gathered inside. Employees should:

\_\_\_\_\_ Take steps to protect themselves and stay calm

\_\_\_\_\_ If possible, go to a room with a window or balcony and a telephone

\_\_\_\_\_ Close all doors between them and the fire

\_\_\_\_\_ If there is a telephone in the room call the fire department to report their location in the building

\_\_\_\_\_ If possible, open the window, do not break it

\_\_\_\_\_ If smoke rushes in, close the window

\_\_\_\_\_ Wait at the window and signal for help with a light-colored cloth

### C. Pre-action emergency planning:

All personnel should be familiar with:

- \_\_\_\_\_ Reporting procedures for reporting a fire
- \_\_\_\_\_ Location of each pull station (fire alarm box) within their work area
- \_\_\_\_\_ Location of fire extinguisher(s) in their work area and how to operate them
- \_\_\_\_\_ All means of exiting from the building
- \_\_\_\_\_ Location of “safe areas” in the building
- \_\_\_\_\_ Location of staging area outside of the building (staging areas should not hamper emergency operations)
- \_\_\_\_\_ Telephone number, name and location of all staff

## FLOOD

### I. Situation:

- \_\_\_\_\_ When heavy rains cause flooding to impact the building by entering the facility, or affecting access to the building or parking areas.
- \_\_\_\_\_ When National Weather Service forecasts indicate streams or rivers will surpass flood levels which affect the facility or parking areas.
- \_\_\_\_\_ When a pipe ruptures or a sewer system malfunction occurs which floods the facility.

### II Action:

This action checklist will be activated when notified by the agency manager, EC or emergency personnel when the facility is at risk of flooding.

#### A. Notification: Emergency phone numbers are located on page 26.

- \_\_\_\_\_ Notify EC of flooding situation or forecast.
- \_\_\_\_\_ EC notifies members of emergency planning committee (if multi-agency facility).
- \_\_\_\_\_ EC notifies agency manager or designated points-of-contact.
- \_\_\_\_\_ EC notifies OA Facility Leasing or Building Operations

**NOTE:** Anyone can notify EC of situation (i.e., maintenance staff of pipe rupture, water in building). OA or local authorities may inform EC of river flood forecasts.

#### B. Situation Assessment:

- \_\_\_\_\_ Immediate Threat: Water is entering the building or affecting the facility now.
  - \_\_\_\_\_ Determine impact on equipment, facility utilization and employees' safety.
  - \_\_\_\_\_ If sewage is affecting building, evacuate affected section(s) of the building, as necessary, for employee safety.

- \_\_\_\_\_ Shut-off electrical equipment in the affected area.
- \_\_\_\_\_ Designate staff members to move furniture and equipment out of the impacted area.
- \_\_\_\_\_ Designate staff members to prevent additional damage by covering essential equipment, blocking flow of water.
- \_\_\_\_\_ Forecasted Flooding:
  - \_\_\_\_\_ EC notifies agency manager if flood warning or forecast is received for area which includes facility.
  - \_\_\_\_\_ EC determines if facility or access to the facility will be affected. Assistance from local emergency management agency or fire department may be necessary to determine impact.
- \_\_\_\_\_ If facility will be affected, EC should:
  - \_\_\_\_\_ Determine level of water expected in the building.
  - \_\_\_\_\_ Determine method to remove furniture and equipment from impacted area. Options may be limited by time available but include commercial movers, agency employees, etc.
  - \_\_\_\_\_ Determine if an alternate work site is available or needed for temporary relocation.
  - \_\_\_\_\_ Determine if storage site is available or needed.
  - \_\_\_\_\_ Inform agency staff of forecast and plans.
  - \_\_\_\_\_ Shut-off electrical service to affected area
- \_\_\_\_\_ If access to facility will be affected, EC should:
  - \_\_\_\_\_ Determine which routes or areas will be impacted.
  - \_\_\_\_\_ Determine if parking or building entrances will be affected.
  - \_\_\_\_\_ If building entrance is affected, identify alternate entrances for employees and visitors.
  - \_\_\_\_\_ If parking will be affected, identify alternate parking locations
  - \_\_\_\_\_ If routes to the facility are affected, identify alternate or available routes.
  - \_\_\_\_\_ EC notifies agency(s) of procedural changes and duration expected.
  - \_\_\_\_\_ EC monitors flood forecasts twice daily for changes in predicted flood levels.
  - \_\_\_\_\_ Review protective measures to determine if additional actions are necessary.
  - \_\_\_\_\_ Inform employees of changes and status.

# HAZARDOUS MATERIALS GUIDELINES

## I. Situation:

\_\_\_\_\_ Your facility is at risk from a hazardous materials incident.

## II. Action:

This action checklist will be activated when notified by the agency manager, EC or emergency personnel when the facility is at risk from a hazardous materials incident.

### A. Notification:

\_\_\_\_\_ Facility that does not use or store hazardous materials products as part of the daily operation:

\_\_\_\_\_ Be able to locate or able to direct fire department personnel to building utilities shutdown locations (e.g.: heating and air conditioning (HVAC), electric, gas, etc.).

\_\_\_\_\_ Be able to assist in preparing the building for in-place sheltering. Close all doors to the outside, close and lock all windows (windows seal better when locked).

\_\_\_\_\_ Seal gaps under doorways and windows with wet towels and those around doorways and windows with duct tape or similar thick tape.

\_\_\_\_\_ EC should set all ventilation systems to 100 percent recirculation so that no outside air is drawn into the structure. Where this is not possible, ventilation system should be turned off.

\_\_\_\_\_ Seal any gaps around window-type air conditioners, restrooms, and other spaces.

\_\_\_\_\_ Close as many internal doors as possible in the building.

\_\_\_\_\_ If an outdoor explosion is possible, close drapes, curtains, and shades over windows. Stay away from windows to prevent potential injury from flying glass.

\_\_\_\_\_ If you suspect that the gas or vapor has entered the structure you are in, hold a wet cloth over your nose and mouth and go somewhere safe.

\_\_\_\_\_ Tune in to the Emergency Alerting System channel on the radio or television for information concerning the hazardous material incident and in-placing sheltering.

\_\_\_\_\_ Facility that does use or store hazardous materials products as part of their daily operation:

\_\_\_\_\_ Immediately notify the fire department by dialing 9-1-1 (or the appropriate emergency number for your area).

\_\_\_\_\_ EC should direct the fire department personnel to building utilities shutdown locations (HVAC, electric gas, etc.).

- \_\_\_\_\_ EC should provide the fire department or emergency medical services personnel with, or the location of, Material Safety Data Sheet(s) (MSDS).
- \_\_\_\_\_ EC should ensure that personnel are familiar with facility safety plan and the actions to take should a hazardous materials incident occur.
- \_\_\_\_\_ EC should alert other persons in the area if necessary.
- \_\_\_\_\_ EC should check that personnel are wearing appropriate safety equipment as directed in the facility or section safety plan.
- \_\_\_\_\_ EC should ensure that personnel know the location of all emergency safety equipment (eye wash, showers, breathing apparatus, etc.) and how to use them.

### **III. Pre-Action Emergency Planning:**

EC should ensure that all personnel are familiar with:

- \_\_\_\_\_ Location of each shutoff for utilities (HVAC, electric, gas, etc.).
- \_\_\_\_\_ All means of egress from the building.
- \_\_\_\_\_ Location of designated staging area.
- \_\_\_\_\_ In-place sheltering requirements.
- \_\_\_\_\_ Location of Material Safety Data Sheets (MSDS).
- \_\_\_\_\_ Location of emergency stations and fire extinguisher(s).

**REPORTING INSTRUCTIONS FOR  
HAZARDOUS MATERIALS SPILL OR INCIDENT**

1. Date of Release: \_\_\_\_\_ Time of Release: \_\_\_\_\_
2. Duration of Release: Hours: \_\_\_\_\_ Minutes: \_\_\_\_\_
3. Amount of Release: Lbs. • Gals \_\_\_\_\_
4. Extremely Hazardous Chemical: Yes • No
5. Chemical Name: \_\_\_\_\_
6. Location: \_\_\_\_\_ City / County \_\_\_\_\_  
Facility Name: \_\_\_\_\_  
Facility Address: \_\_\_\_\_
7. Health Risks: \_\_\_\_\_ Acute / Chronic \_\_\_\_\_  
\_\_\_\_\_ Acute / Chronic \_\_\_\_\_  
\_\_\_\_\_ Acute / Chronic \_\_\_\_\_  
\_\_\_\_\_ Acute / Chronic \_\_\_\_\_
8. Release Medium: Air • Water • Soil • Sewer • Drain
9. Precautions (Public Safety): \_\_\_\_\_  
In-Place Sheltering \_\_\_\_\_  
Evacuation \_\_\_\_\_
10. Incident Description: Fire • Spill • Drum • Storage Tank
11. General Information: 4 Digit ID #: \_\_\_\_\_  
Placard / Label: \_\_\_\_\_  
Shipper/Carrier Name: \_\_\_\_\_  
NFPA 704 Symbol: Health (Blue) # \_\_\_\_\_  
Flammability (Red) # \_\_\_\_\_  
Reactivity (Yellow) # \_\_\_\_\_  
Special Hazard Symbol (White): \_\_\_\_\_
12. \*Agencies Notified: \_\_\_\_\_  
(Ensure the safety of all staff and visitors before notifying agencies.)  
Local Fire Department Yes • No Time: \_\_\_\_\_  
Dept. of Natural Resources Yes • No Time: \_\_\_\_\_  
(573) 634-2436  
National Response Center Yes • No Time: \_\_\_\_\_  
1-800-424-8802 (Extremely Hazardous Substances)

**NOTE: Each facility should review facility safety plan, emergency response plan and the local emergency response plan for reporting a hazardous materials incident.**

# MEDICAL EMERGENCIES

## I. Situation:

Any employee or guest in a state-owned or leased building becomes seriously ill or injured.

## II. Action:

This action checklist will be activated by the EC, agency manager or agency personnel.

- \_\_\_\_\_ When an employee or guest becomes seriously ill or injured, an ambulance should be called immediately using the emergency number. At the victim's request, an employee or family member may take the employee or guest to an appropriate place for care if the illness or injury is minor.
- \_\_\_\_\_ Employees trained in First Aid and CPR should be allowed to assist the victim.
- \_\_\_\_\_ If the victim is conscious, ascertain any allergies, heart or other conditions and current medications. Any medical information will assist medical personnel if the victim loses consciousness.
- \_\_\_\_\_ An employee should meet the ambulance at the building entrance to direct the ambulance personnel to the victim.
- \_\_\_\_\_ Employees and guests who are not assisting the victim should be asked to stay clear of the immediate area.
- \_\_\_\_\_ The family of the victim should be notified at the request of the victim.

## A. Medical Emergencies:

All employees and guests who become seriously ill or injured should receive emergency care as soon as possible.

EC in each facility should plan for emergency medical care:

- \_\_\_\_\_ Identify employees who have had current training in First Aid and Cardiopulmonary Resuscitation (CPR) and who would be willing to assist in providing initial care.
- \_\_\_\_\_ Plan for a First Aid Kit with appropriate supplies, accessible to all staff. It should be accessible to all staff and checked frequently so that supplies are replaced and items do not become out-dated.
- \_\_\_\_\_ Arrangements should be made to provide First Aid and CPR training for employees in all facilities. If First Aid is not immediately provided to victims with severe bleeding or those needing CPR within minutes, it may be too late even if the ambulance arrives within a short period of time.
- \_\_\_\_\_ An ambulance should be called immediately if the injury or illness appears serious. If in doubt, call the ambulance service. An employee or family member may be asked to take the employee or guest to an appropriate place for care if the illness or injury is minor.

- \_\_\_\_\_ If several people become ill or injured as a result of an incident at a facility, the local ambulance service should be called immediately. The first ambulance at the scene may establish an incident command post to provide triage and emergency care to the victims at the scene. The second ambulance may begin transportation of the injured to appropriate medical facilities for further care. Other vehicles may be used for transportation of the victims at the discretion of local authorities.
- \_\_\_\_\_ It is imperative to cooperate with local authorities if a major incident occurs resulting in multiple injuries or deaths. Local jurisdictions have plans for handling major incidents.

## **RIOT**

### **I. Situation:**

- \_\_\_\_\_ When an assembly of seven or more persons are present at this facility who have agreed to violate any of the criminal laws of this state or the United States with force or violence (unlawful assembly).
- \_\_\_\_\_ When an unlawful assembly of seven or more persons are present at this facility who have agreed to violate any of the criminal laws of this state or the United States with force or violence; and do violate any of said laws with force or violence while still so assembled (rioting).
- \_\_\_\_\_ When this facility is contiguous with an area or areas where seven or more persons have agreed to and are violating state or federal laws with force or violence (rioting); and it reasonably appears that the situation is fluid enough to involve this facility.

### **II. Action:**

This action checklist will be activated when notified by agency manager, Emergency Coordinator or agency personnel when the facility is at risk from riot.

#### **A. Immediate assessment:**

- \_\_\_\_\_ Does the situation meet the criteria for riot and or unlawful assembly (see Situation, above)?
- \_\_\_\_\_ Is the threat potential, probable, imminent, or in progress?
- \_\_\_\_\_ Size of the assembly?
- \_\_\_\_\_ Level of force or violence?
- \_\_\_\_\_ Is the assembly part of an organization with a known agenda and track record? Consider the implications of what is known or not known.
- \_\_\_\_\_ Time of day, day of the week, facility population, and special conditions at the site.
- \_\_\_\_\_ Physical location of the crowd, relative to evacuation route.



**B. Preventative measures in which to reduce the effects of situation:**

- \_\_\_\_\_ Secure building
- \_\_\_\_\_ Criticality of the work performed at the facility?
- \_\_\_\_\_ Assess the impact of and plan for temporarily losing or curtailing some public services.
- \_\_\_\_\_ Essential services to be maintained at all cost? Where? How?
- \_\_\_\_\_ Perform a vulnerability analysis of the facility. What exacerbating conditions exist?
- \_\_\_\_\_ Review effectiveness of building access control, methods, policy, and procedure.
- \_\_\_\_\_ Automated life-safety systems (fire, security, etc.) procedures for testing and maintenance.
- \_\_\_\_\_ Consider security and safety of vital records and off site redundant record storage for vital records.

**C. Notification:**

- \_\_\_\_\_ Notify the police or other responsible law enforcement authority when it reasonably appears the criteria for unlawful assembly is or probably will be met, a riot appears imminent, or a riot is in progress.
- \_\_\_\_\_ Notify at least the next level of authority in the organization's chain of command, in all cases.
- \_\_\_\_\_ Notify OA Facilities Leasing or Building Operations in all cases.
- \_\_\_\_\_ Notify the facility general population in the case of probable events as well as imminent and in-progress events.

**D. Preparation:**

- \_\_\_\_\_ Activate information gathering capability when conditions indicate rioting appears to be potential or probable.

- \_\_\_\_\_ Monitor information resources such as television, radio, and police radio transmissions.
- \_\_\_\_\_ Continue to re-evaluate risk to personnel and plant.
- \_\_\_\_\_ Backup all electronic records and perform a controlled shutdown of all non-essential electronic systems when rioting at the facility appears probable or imminent.
- \_\_\_\_\_ Evacuate the facility of all but essential personnel when there is a probability for dangerous levels of force and/or violence. All personnel should be evacuated with extreme caution when rioting is imminent.

**E. Response:**

- \_\_\_\_\_ Continue to provide at least vital public services with essential employees, off site.
- \_\_\_\_\_ Dismiss non-essential employees on a callback basis.
- \_\_\_\_\_ Exit in groups.

**F. Recovery:**

- \_\_\_\_\_ Evaluate the impact of and eliminate or minimize conditions caused by reduced public services.
- \_\_\_\_\_ Recall non-essential employees as needed.
- \_\_\_\_\_ Evaluate the psychological effect the event may have had on employee's sense of well being and morale. Make referrals to employee assistance programs as necessary.
- \_\_\_\_\_ If damage has occurred, coordinate repairs and temporary housing with persons/agency responsible for facility structure, leasing, and maintenance.
- \_\_\_\_\_ Begin process of securing emergency funding, if necessary.
- \_\_\_\_\_ Return to full operation.

# SEVERE WEATHER

## I. Situation:

- \_\_\_\_\_ Tornado Watch or Warning is issued for the geographic area by the National Weather Service.
- \_\_\_\_\_ Severe Thunderstorm Watch or Warning is issued for the geographic area by the National Weather Service.
- \_\_\_\_\_ Winter Storm Watch or Warning is issued for the geographic area by the National Weather Service.

## II. Action:

This action checklist will be activated by the Emergency Coordinator or agency manager under the above conditions.

### A. Tornado

#### \_\_\_\_\_ Watch

- \_\_\_\_\_ EC informs senior agency personnel that a watch has been issued.
- \_\_\_\_\_ EC inspects designated tornado shelter:
  - \_\_\_\_\_ Electrical system
  - \_\_\_\_\_ Unlock access doors, if necessary
  - \_\_\_\_\_ Clear area or shelter of debris, stored material.
- \_\_\_\_\_ EC informs employees of tornado watch and location of building shelter.
- \_\_\_\_\_ EC continues to monitor local Emergency Alert System (EAS) for any further announcements.

#### \_\_\_\_\_ Warning

- \_\_\_\_\_ EC informs all employees that a warning has been issued.
- \_\_\_\_\_ EC activates shelter and moves all employees to shelter.
- \_\_\_\_\_ Remain in the shelter until warning has been canceled.

#### \_\_\_\_\_ Tornado hits building or adjacent area.

- \_\_\_\_\_ EC, with assistance from others, visually inspects building for damage.
  - \_\_\_\_\_ Piping systems (water, sewer, gas, etc.)
  - \_\_\_\_\_ Electrical system
  - \_\_\_\_\_ Structure walls, roofs, windows, doors
  - \_\_\_\_\_ Adjacent structures - buildings, parking lots, etc.
- \_\_\_\_\_ If building or installed utilities are damaged:
  - \_\_\_\_\_ Evacuate building, if necessary.
  - \_\_\_\_\_ Call Fire Department

- \_\_\_\_\_ Call OA Facilities Leasing or Building Operations
- \_\_\_\_\_ If approved by fire department, escort personnel to work area to retrieve personal items.
- \_\_\_\_\_ Establish security around building to prevent unauthorized entry and looting.
- \_\_\_\_\_ Inspect and correct any minor damages to building such as water, minor broken windows, etc.
- \_\_\_\_\_ Report damage status to OA Facilities Leasing or Building Ops.

**NOTE: High winds from a tornado passing nearby can damage adjacent structures. Care must be used when exiting a shelter due to wind damage, water, downed electrical lines and debris.**

### **B. Thunderstorms:**

Severe thunderstorms can cause minor damage to buildings due to high winds and hail. Precautions to be taken include steps to minimize rain water entering building and damage to items easily affected by high winds such as outside tables, chairs, trash receptacles, etc.

- \_\_\_\_\_ Watch
  - \_\_\_\_\_ EC notifies senior agency managers of thunderstorm watch.
  - \_\_\_\_\_ EC inspects building.
    - \_\_\_\_\_ Close opened windows and doors.
    - \_\_\_\_\_ Move or secure outside items such as tables, chairs, trash receptacles.
- \_\_\_\_\_ Warning
  - \_\_\_\_\_ EC notifies senior agency managers of thunderstorm warning.
  - \_\_\_\_\_ EC inspects building.
    - \_\_\_\_\_ Close opened windows and doors.
    - \_\_\_\_\_ Close doors to prevent them from blowing open.
    - \_\_\_\_\_ Move or secure outside items such as tables, chairs and trash receptacles
- \_\_\_\_\_ EC notifies senior agency managers when warning is canceled or expires.



### **C. Winter Storms:**

Winter storms can deliver large amounts of snow or ice in a short period of time affecting access to the facility and the safety of employees traveling to or from work. Relatively high winds can accompany the storms.

\_\_\_\_\_ Watch

- \_\_\_\_\_ EC notify senior agency managers of winter storm watch.
- \_\_\_\_\_ EC inventories supply of snow shovels and de-icing chemicals to clear snow or ice near doors and walks.
- \_\_\_\_\_ EC monitors EAS for storm updates.

\_\_\_\_\_ Warning

- \_\_\_\_\_ EC notifies senior agency managers of winter storm warning.
- \_\_\_\_\_ EC monitors EAS for storm updates.
- \_\_\_\_\_ EC determines if reducing staffing levels to key staff members only is warranted.
- \_\_\_\_\_ EC inventories supply of snow shovels and de-icing chemicals to clear snow or ice near doors and walks.
- \_\_\_\_\_ EC monitor EAS for storm updates.

**NOTE: If Winter Storm Warning of heavy snow or ice is issued prior to the beginning of the work day, EC will contact the senior agency manager to determine if modified staffing levels are warranted.**

# WORKPLACE VIOLENCE

Definition: Workplace Violence - Words or actions harming someone or creating an adverse or hostile work environment.

## I. Situation:

- \_\_\_\_\_ When indications are that there is a disturbance or sound of gunshots, etc., in or around the facility.
- \_\_\_\_\_ When the Emergency Coordinator has been notified of an impending violent situation that could cause harm to anyone inside the facility.

## II. Actions:

This action checklist will be activated when notified by the EC, agency manager or personnel when the facility is at risk from workplace violence.

### A. Preventative measure in which to reduce effects of situation:

- \_\_\_\_\_ Precautionary plan should be developed - how to prepare and prevent a situation from escalating into violence.
- \_\_\_\_\_ Be aware of the client population that is being served.

### B. Immediate Assessment:

- \_\_\_\_\_ Confirm and ascertain the type of incident
  - \_\_\_\_\_ Barricaded suspect/hostage
  - \_\_\_\_\_ Gun fight
  - \_\_\_\_\_ Sniper, ambush, drive-by shooting
  - \_\_\_\_\_ Attack on a facility "Shooting Rampage"
  - \_\_\_\_\_ Other (robbery, assault, etc.)
- \_\_\_\_\_ Obtain essential information.

### C. Summon help:

- \_\_\_\_\_ Call 9-1-1. Have someone stay on the line with 9-1-1 operator.
- \_\_\_\_\_ Have someone else notify department emergency notification point.
- \_\_\_\_\_ Implement department crisis management plans.
- \_\_\_\_\_ Gather key staff available for emergency duties.
- \_\_\_\_\_ Direct non-essential staff to a safe area.

### D. Sound warning to employees:

- \_\_\_\_\_ Emergency warning and condition signals (entire site)
- \_\_\_\_\_ Immediate sheltering action for those exposed to danger

**E. Lock down building, secure areas, monitor situation:**

- \_\_\_\_\_ Exterior doors locked
- \_\_\_\_\_ Interior doors locked where possible
- \_\_\_\_\_ Staff assigned to secure areas, monitor conditions
- \_\_\_\_\_ Recognize and be ready for contingencies

**F. Wait for police:**

- \_\_\_\_\_ Keep responding units updated on situation via 9-1-1
- \_\_\_\_\_ Assemble witnesses, victims
- \_\_\_\_\_ Suggest possible areas for staging, command post, emergency medical, etc.
- \_\_\_\_\_ Gather key information for law enforcement
- \_\_\_\_\_ Maintain event and status log

**G. Stabilize elements of situation when safe to do so:**

- \_\_\_\_\_ Care for injured (safety for those assisting)
- \_\_\_\_\_ Contractors, visitors instructions
- \_\_\_\_\_ Protect crime scene, evidence

**H. Work with police to resolve situation:**

- \_\_\_\_\_ Stay at command post, support incident commander
- \_\_\_\_\_ Provide information
  - \_\_\_\_\_ Incident specific
  - \_\_\_\_\_ Site background and resources
  - \_\_\_\_\_ Personal background on all persons involved
  - \_\_\_\_\_ Special staff resources, abilities, training
- \_\_\_\_\_ Direct staff
- \_\_\_\_\_ Coordinate department response
  - \_\_\_\_\_ On-site
  - \_\_\_\_\_ Off-site, staging areas, hospitals, etc.
  - \_\_\_\_\_ Government/department coordination

**I. After "All Clear":**

(Only police emergency personnel are authorized to give all clear.)

- \_\_\_\_\_ Provide emergency medical care
- \_\_\_\_\_ Account for all employees and visitors

- \_\_\_ On-site head-count
- \_\_\_ Account for others at hospital or other off-site locations
- \_\_\_ Assist employees with notifying coworkers and family members of the situation
- \_\_\_ Support law enforcement follow-up activities
- \_\_\_ De-brief employees
- \_\_\_ Arrange for site security if necessary
- \_\_\_ Work with specialists
  - \_\_\_ Emergency medical/hospital
  - \_\_\_ Employee Assistance Program (EAP), Crisis Intervention Team
  - \_\_\_ Public Information Officer
  - \_\_\_ Facilities clean up and repair support

**J. Initiate recovery and follow up activities:**

- \_\_\_ Brief staff and provide (access to) support (EAP)
- \_\_\_ Plan for resumption of operations ("next day" plan)
- \_\_\_ Arrange for facility clean-up and repair
- \_\_\_ Begin long-term recovery





# GLOSSARY

**ADA** • Americans with Disabilities Act, U.S. civil rights law that forbids discrimination against otherwise qualified individuals on the basis of a physical or mental handicap. The act is also designed to end most physical barriers to disabled persons in employment and in the use of accommodations, transportation, and telecommunications.

**Building Operations** • The section of Division of Facilities Management responsible for state-owned facilities.

**CPR** • Cardiopulmonary Resuscitation is an emergency procedure used to treat victims of cardiac and respiratory arrest. Special training is recommended for CPR, which combines external heart massage (to keep the blood flowing through the body) with artificial respiration (to keep air flowing in and out of the lungs).

**DFM** • Division of Facilities Management is a division within Office of Administration that is responsible for Leased and State-owned facilities.

**EAS** • Emergency Alert System is a nation-wide system of informing the public during emergency situations involving severe weather, disasters or major disruptions of city services.

**EC** • Emergency Coordinator is the person designated by the tenant agency to represent them in managing the planned response to any emergency that occurs within the facility.

**EMS** • Emergency Medical Services are trained medical response personnel that respond to calls for assistance from the public.

**Exacerbating conditions** • Any situation found in a facility that could increase the severity, violence, or bitterness of a situation.

**Facilities Leasing** • The section of Division of Facilities Management responsible for leased facilities.

**HAVC** • Heating, ventilation and air conditioning in a facility.

**MSDS** • Material Safety Data Sheets.

**OA** • Office of Administration

**Thunderstorm Warning** • An alert issued by the National Weather Service when a severe thunderstorm has been spotted on radar or by eye-witness reports. When a severe Thunderstorm Warning is issued, shelter should be taken immediately until the danger has passed.

**Thunderstorm Watch** • An alert issued by the National Weather Service that states that weather conditions are right that could cause severe thunderstorms to develop.

**Tornado Warning** • An Alert issued by the National Weather Service when a tornado has been spotted on radar or by eye-witness reports. When a Tornado Warning is issued, shelter should be taken immediately until the danger has passed.

**Tornado Watch** • An Alert issued by the National Weather Service which states that weather conditions are right which could cause tornadoes to develop.

## Critical Incident Report

Report Filed By: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Time of Incident: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Description of Incident: \_\_\_\_\_

Injuries: \_\_\_\_\_

Property Damage: \_\_\_\_\_

Emergency Organization Responding: \_\_\_\_\_

Observations: \_\_\_\_\_

Send completed report to:  
Division of Facilities Management  
*Leasing – Safety Coordinator*  
3225 West Truman Boulevard, Suite 100  
Jefferson City, Missouri 65109  
Fax: (573) 526-4138

Send completed report to:  
Division of Facilities Management  
*Building Operations – Safety Coordinator*  
301 W. High Street, Room 590  
Jefferson City, Missouri 65102  
Fax: (573) 526-3492

## Emergency Telephone Numbers

<u>Contact Name</u>	<u>Telephone Number</u>
Emergency Coordinator .....	
Alternate Emergency Coordinator .....	
Agency Committee Member .....	
Agency Committee Member .....	
Ambulance Services .....	
Building Owner/Management Company .....	
Building Maintenance Supervisor .....	
Electric Company – Business .....	
Electric Company – Emergency .....	
Emergency Management Agency (Local) .....	
Gas Company – Business .....	
Gas Company – Emergency .....	
Fire Department – Business .....	
Fire Department – Emergency .....	
National Weather Service .....	
Police Department – Business .....	
Police Department – Emergency .....	
Sewer District .....	
Telephone Company – Emergency .....	
Water Company – Emergency .....	

## State of Missouri Numbers

Office of Administrations: Facilities Leasing .....(573) 751-1003

Building Operations .....(573) 751-7835


# **Recommended Training for Emergency Coordinators**

First Aid

Cardiopulmonary Resuscitation (CPR)

Community Emergency Response Training (CERT)

## **Related Worldwide Web Sites:**

[www.sema.state.mo.us/semapage.htm](http://www.sema.state.mo.us/semapage.htm)

[www.sema.state.mo.us/torn.htm](http://www.sema.state.mo.us/torn.htm)

[www.redcross.org/](http://www.redcross.org/)

[www.fema.gov/](http://www.fema.gov/)

[www.atf.treas.gov/](http://www.atf.treas.gov/)

[www.oa.state.mo.us/fm/leasing/html\\_docs/index.shtml](http://www.oa.state.mo.us/fm/leasing/html_docs/index.shtml)

Suggestions for future publications?

Contact:

OA/Division of Facilities Management

Leasing – Safety Coordinator – 1-800-225-9138

Building Operations – Safety Coordinator – (573) 751-2624

Developed for the State of Missouri by the  
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with members from

Office of Administration, Division of Facilities Management

Office of Administration, Office of Excellence,

State Fire Marshal's Office,

Capitol Police,

State Emergency Management Agency,

Department of Social Services,

Department of Health and

Department of Public Safety.

With special appreciation for his outstanding dedication to this project.

Kenneth E. Cole

January 20, 1943 – May 22, 1998

## **APPENDIX D**

**FOR ON-SITE TENANT HANDBOOKS COPIES OF THE  
FACILITY LOG AND INSPECTION REPORTS SHOULD BE  
INSERTED HERE.**